GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:3673
ANSWERED ON:17.04.2008
HANDLING OF CARGO BY AIR INDIA
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Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether cargo handling of Air India is worse than that of private airlines;

(b) if so, the reaction of the Government thereto;

(c) the number of baggages lost by Air India during the last two years and the number of baggages not retrieved and those found broken; and

(d) the corrective measures taken/proposed to be taken to improve the standard of cargo handling by Air India in comparison to other airlines of the world?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION(SHRI PRAFUL PATEL)

(a): No, Sir.

(b): Does not arise.

(c): During 2006, 132 baggage were lost and 3688 were reported broken/damaged on the erstwhile Air India network.During 2007,158 baggage were lost and 2844 were reported broken/damaged.

(d): The following systems are in place to improve the standard of Cargo handling by Air India:

(i) All stations are to,

(a) ensure baggage connected along with passenger;

(b) ensure correct tagging of baggage;

(c) ensure correct loading/off-loading of baggage;

(d) optimize usage of the World Tracer System for effective tracing.

(ii) Implementation of Cargo Automation for speedy and accurate transactions in fifty domestic stations and three international stations.

(iii) Provision of world-wide Track-and-trace facility in Cargo Automation.

(iv) Provision and access to FIRM allotment of cargo space by providing internet booking access to the remotest parts of the country through Cargo Automation.